

URC Preschool & Nursery
Parent's Questionnaire Results
Summer 2020

'We aim to provide a happy and secure environment in which children can learn and develop through play.'

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Introduction

At the URC Preschool and Nursery, we aim to provide a happy and secure environment in which children can learn and develop through play. As such, we ask annually for parents and carers to fill out a questionnaire to help ensure we are maintaining and reaching our goals and objectives. We want to guarantee that as partners in your child's learning and development at our Preschool, you have the opportunity to voice any suggestions and concerns regarding the service we provide for you. We will use the information gathered in this questionnaire to plan how we will develop and grow as a preschool during the next academic year.

Thank you to everyone who participated in the URC Preschool and Nursery 2020 summer questionnaire regarding the services that we provided over the last academic year, below are the findings from the survey.

Total Number of Responses:

2020 Questionnaire – We received 47 out a possible 58 surveys back (81%).

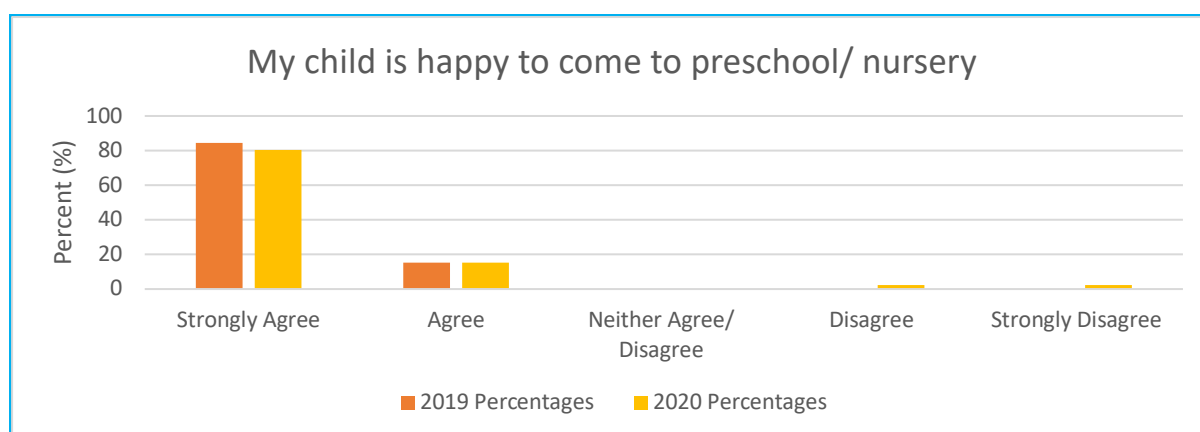
2019 Questionnaire - We received 39 out of a possible 55 surveys back (71%).

As a reminder, parent's comments are always welcomed throughout the year and are taken into consideration when planning and improving our Preschool.

Care and Support

1. My child is happy to come to preschool/ nursery.

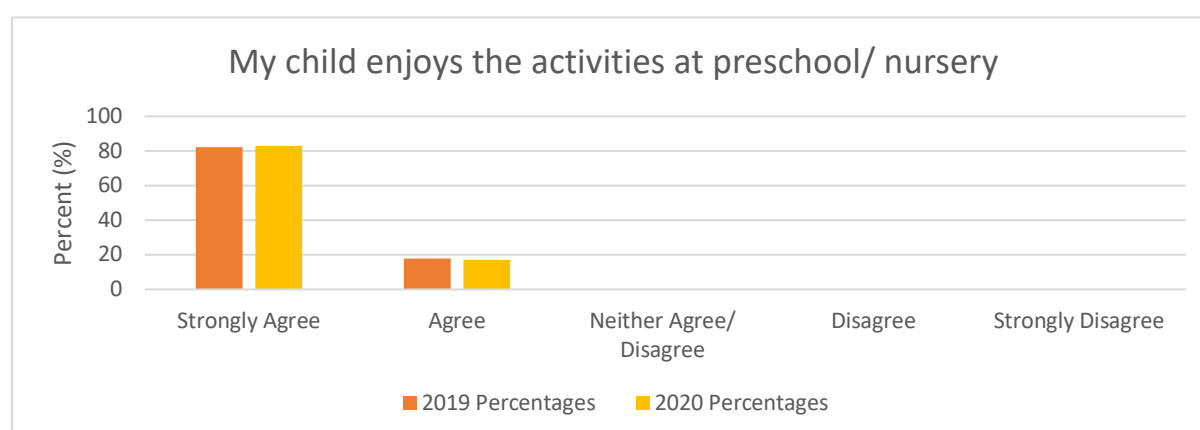
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	80% (37)	16% (7)	-	2% (1)	2% (1)	4.70
2019	85% (33)	15% (6)	-	-	-	4.85



1 person marked this as non-applicable.

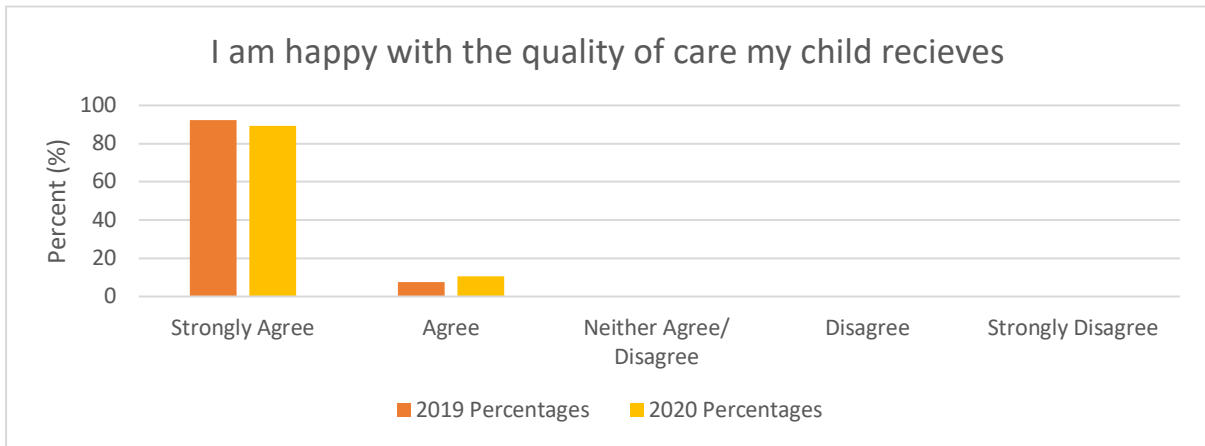
2. My child enjoys the activities at preschool/ nursery.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	83% (39)	17% (8)	-	-	-	4.83
2019	82% (32)	18% (7)	-	-	-	4.82



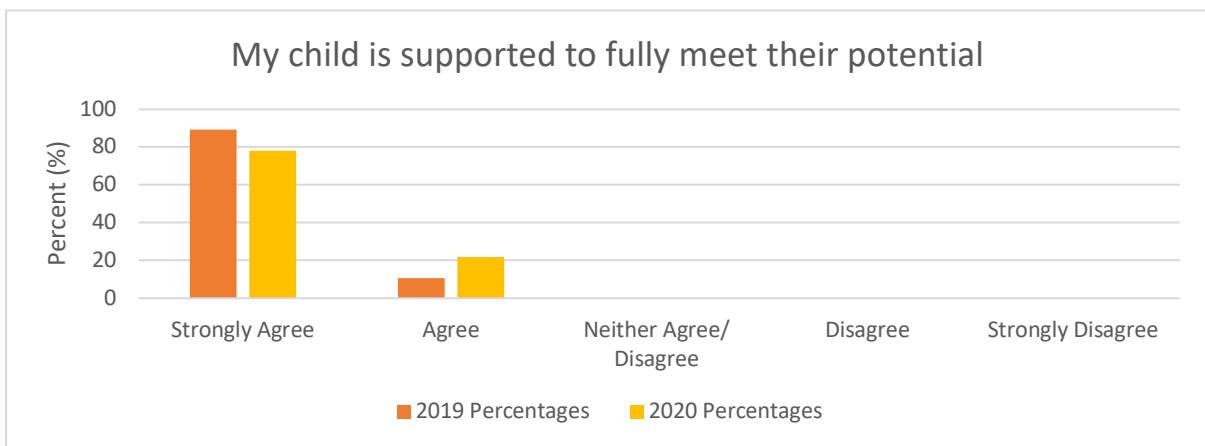
3. I am happy with the quality of care my child receives.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	89% (42)	11% (5)	-	-	-	4.89
2019	92% (33)	8% (6)	-	-	-	4.92



4. My child is supported to fully meet their potential.

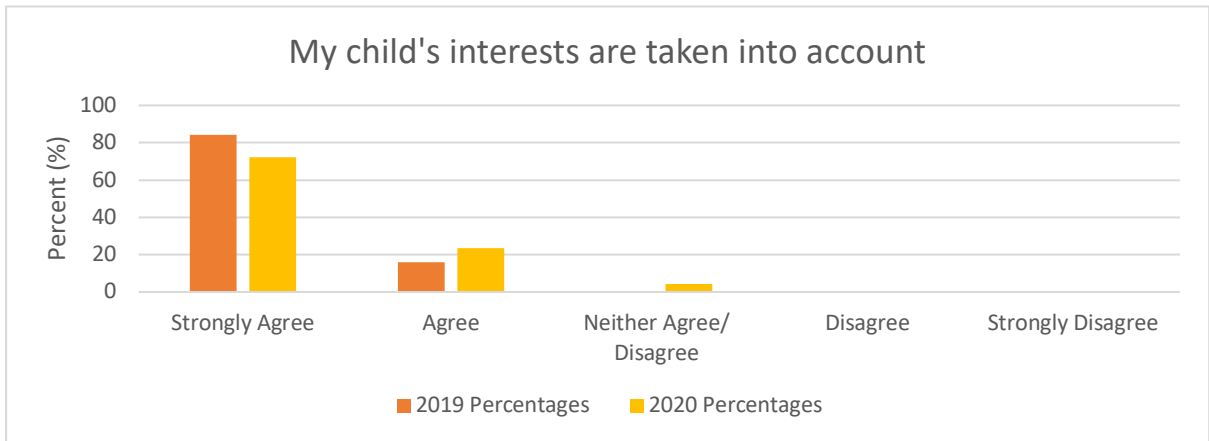
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	78% (36)	22% (10)	-	-	-	4.78
2019	89% (34)	11% (4)	-	-	-	4.89



1 person marked this as non-applicable.

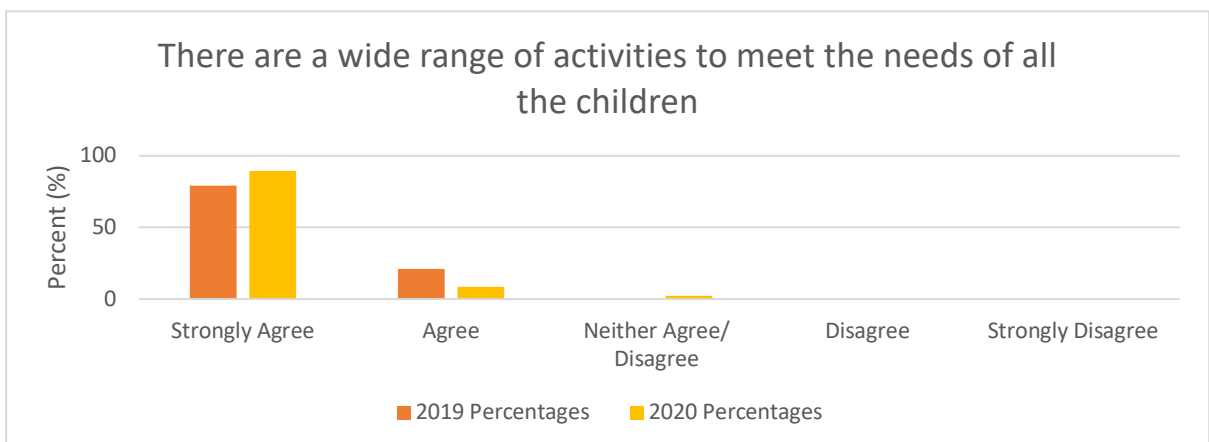
5. My child's interests are taken into account.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	72% (34)	23% (11)	4% (2)	-	-	4.68
2019	84% (32)	16% (6)	-	-	-	4.84



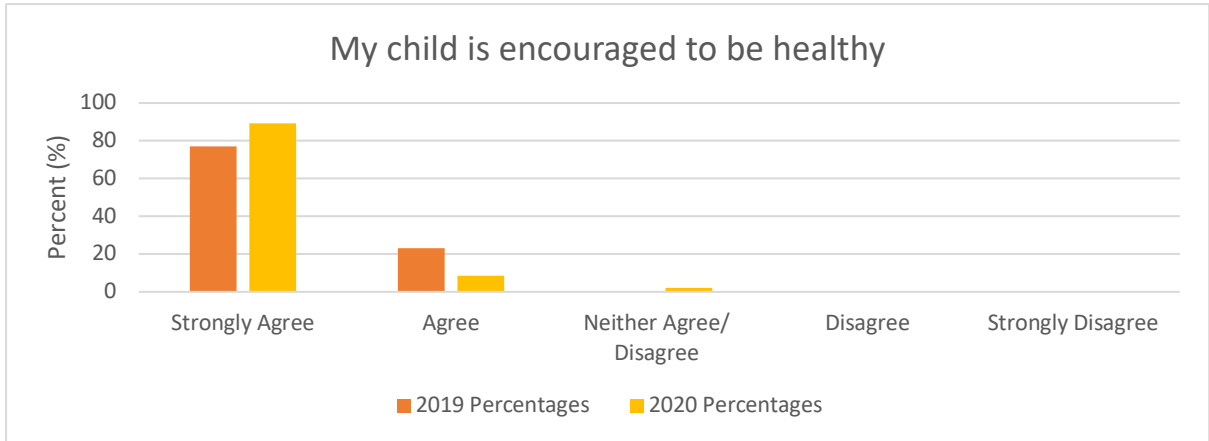
6. There are a wide range of activities available to meet the needs of all the children.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	89% (42)	9% (4)	2% (1)	-	-	4.87
2019	79% (30)	21% (8)	-	-	-	4.79



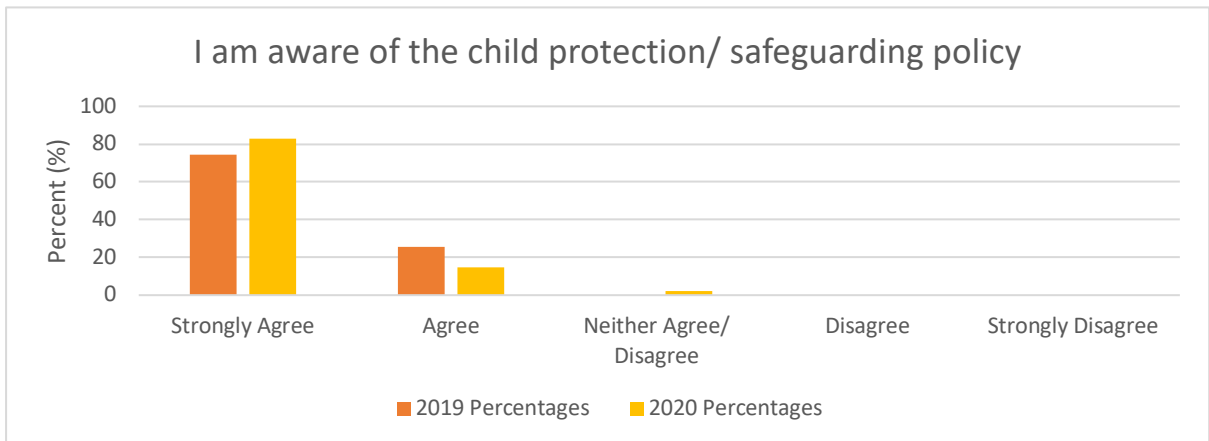
7. My child is encouraged to be healthy.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	89% (42)	9% (4)	2% (1)	-	-	4.87
2019	77% (30)	23% (9)	-	-	-	4.77



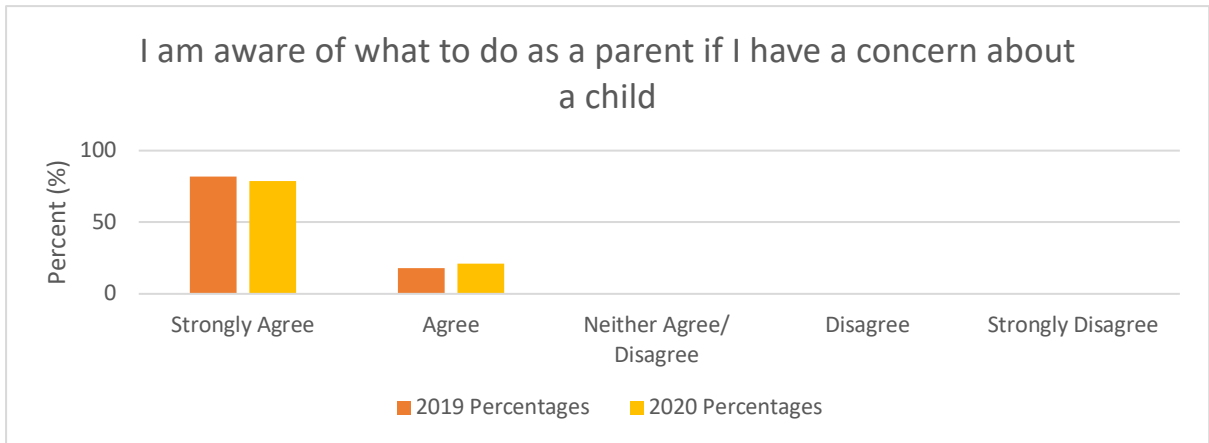
8. I am aware of the child protection/ safeguarding policy.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	83% (39)	15% (7)	2% (1)	-	-	4.81
2019	74% (29)	26% (10)	-	-	-	4.74



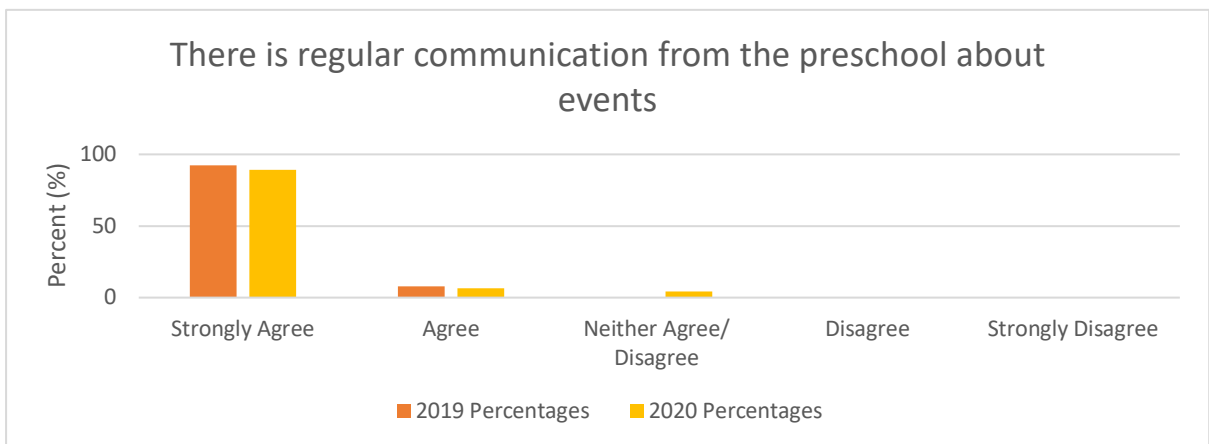
9. I am aware of what to do as a parent if I have a concern about a child.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	79% (37)	21% (10)	-	-	-	4.79
2019	82% (32)	18% (7)	-	-	-	4.82



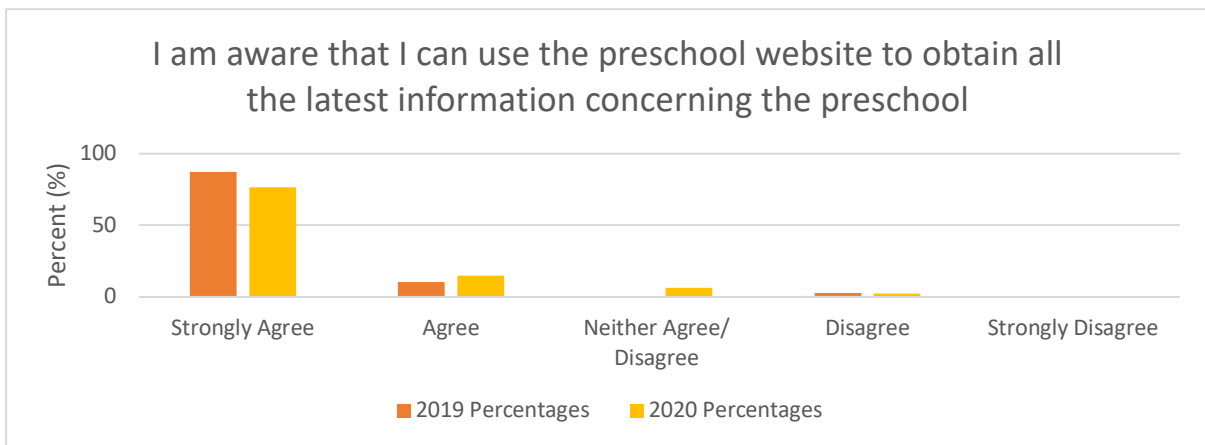
10. There is regular communication from the preschool about events.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	89% (42)	6% (3)	4% (2)	-	-	4.85
2019	92% (36)	8% (3)	-	-	-	4.92



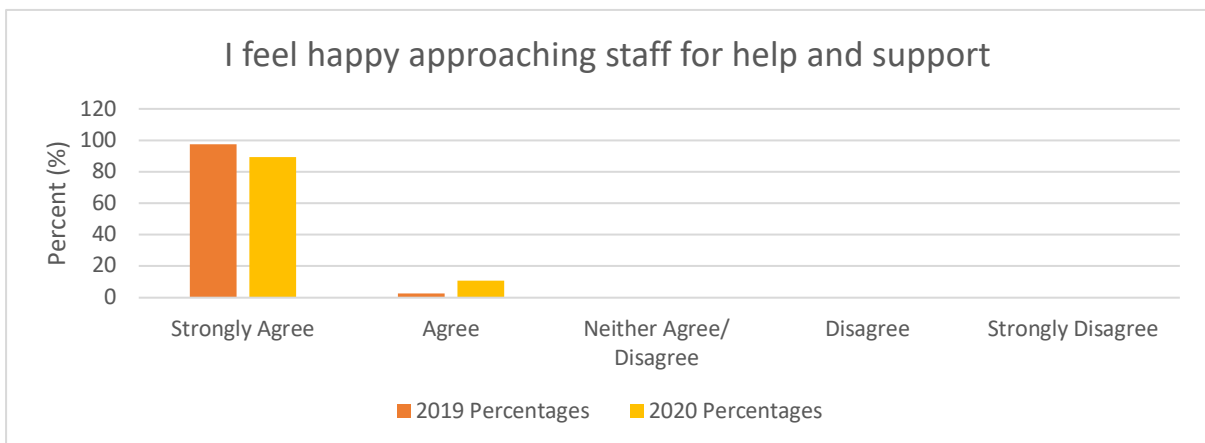
11. I am aware that I can use the preschool website to obtain all the latest information concerning the preschool.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	77% (36)	15% (7)	6% (3)	2% (1)	-	4.66
2019	87% (34)	10% (4)	-	3% (1)	-	4.82



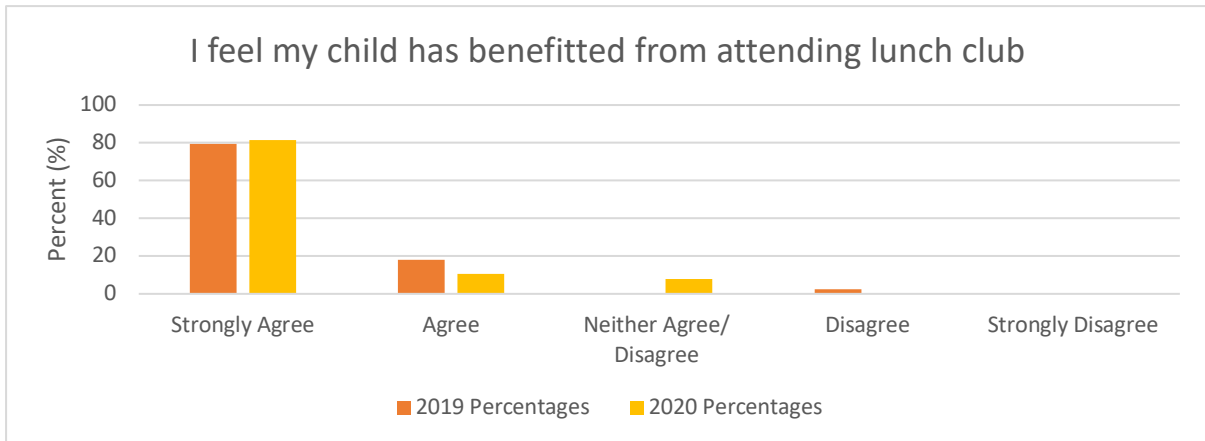
12. I feel happy approaching staff for help and support.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	89% (42)	11% (5)	-	-	-	4.89
2019	97% (38)	3% (1)	-	-	-	4.97



13. I feel my child has benefitted from attending lunch club.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	82% (31)	11% (4)	8% (3)	-	-	4.74
2019	79% (31)	18% (7)	-	3% (1)	-	4.74



Comments on Care and Support:

Overall, parents are happy with the standard of care and support provided by the preschool, it is labelled as 'exceptional' in multiple comments. Parents often mention how well their child settled into the Preschool and how much they enjoy coming in each morning. One parent specifically mentioned that they were pleased with the support the preschool provided during their child's transition into the main room.

"URC is such a fantastic place for children to learn and develop whilst being nurtured and cared for. All of the staff are professional, supportive and have such a fantastic way of making the children feel at ease. Thank you everybody you truly are amazing!"

"Fabulous nursery. My child settles after 2 weeks and then we went to lockdown. I'm looking forward to her returning."

"The atmosphere is one of care and fun and my child and myself feel welcome and supported."

"We are very happy with the quality of care and attention to our child's development."

"URC is a fantastic nursery with a real community feel with the children at the heart."

"The quality of care and support is exceptional – My child absolutely loves preschool and we are very grateful to all the staff for the wonderful and caring environment they provide."

"We love the preschool; it is such a warm and structured environment."

"URC is a very special place where littles one can play, learn and have fun. The staff are fantastic and are helpful and supportive should a problem arise."

"The staff team in Red Group are excellent. My daughter has enjoyed building relationships, growing in confidence and learning more."

"The care my child has received has been outstanding. He has thoroughly enjoyed his time at URC. We as a family have felt very supported."

"The quality of care is brilliant."

"My child has thrived in red group, they have it spot on with the level of learning & play."

"The quality of care is exceptional. Very satisfied."

"My child's key worker doesn't often work afternoons, so I don't get a chance to catch up with them often. Either a parents evening or a key worker who works in the afternoons would have been easier to get more in depth about his progress."

"I can't begin to explain how I feel about the nursery. The support and care you give to the children is second to none. My girls absolutely love being there and I'm dreading the day I say goodbye. Any concern I have about my children is addressed immediately and support is given to help me also outside of nursery."

"My child has fully enjoyed his time at the URC. He has developed a confidence that will put him in good stead for starting primary school. Thank you."

"The quality of care is absolutely brilliant and the nurturing nature of all the staff shines through."

"All members of staff are very caring, cheerful and friendly and have excellent relationships with the children. They always consider children's interests and let them share their stories and experiences. The staff have been very supportive with our child's transition to the bigger room and we really appreciate all they have done."

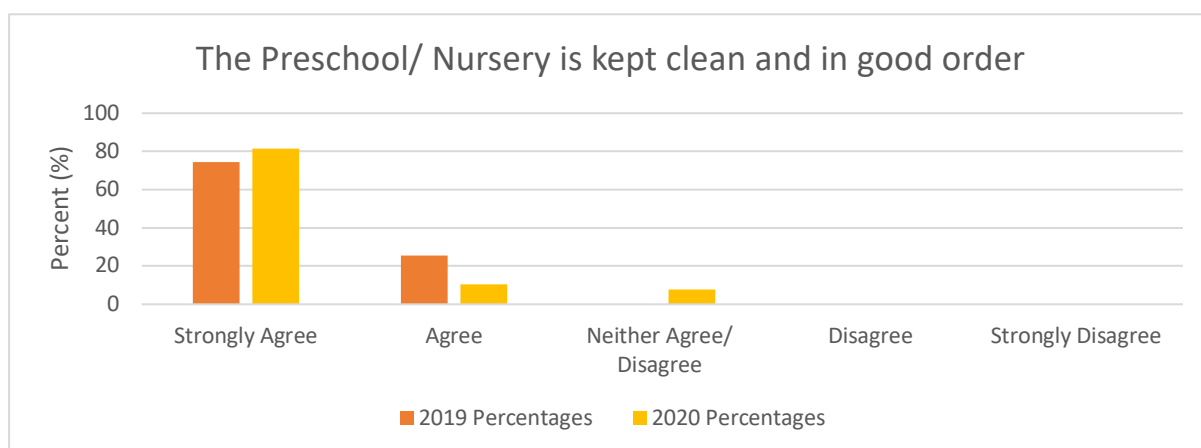
"I cannot thank the URC staff enough. It really is a fantastic nursery and all three of my children have loved it. We miss being there right now."

"Mrs Sergeant has showed so much care to our little girl who was a little unsettled at the start of nursery when I dropped her off, Mrs S would really look after her and hide toys for her to find and they would read together, we are so grateful for all Mrs S and the team."

Quality of Environment

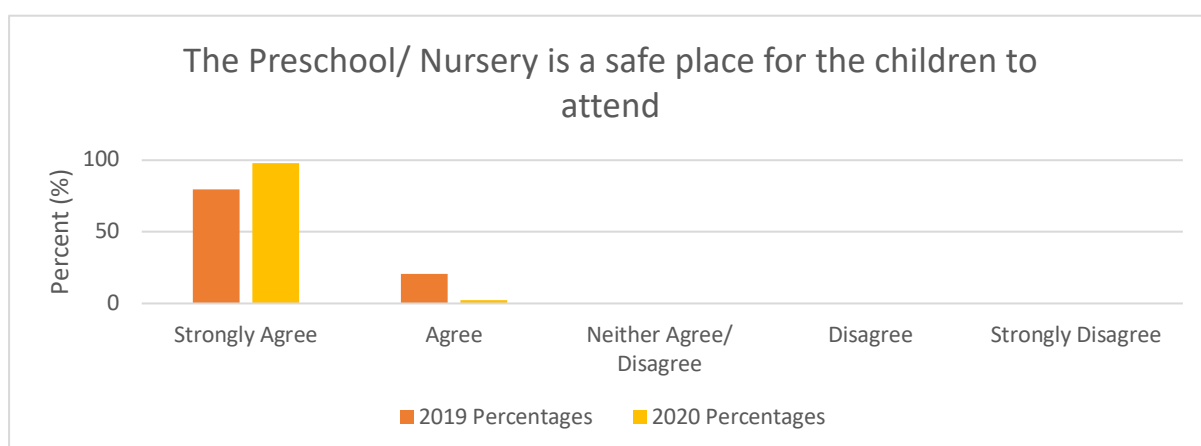
1. The Preschool/ Nursery is kept clean and in good order

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	82% (31)	11% (4)	8% (3)	-	-	4.74
2019	74% (29)	26% (10)	-	-	-	4.74



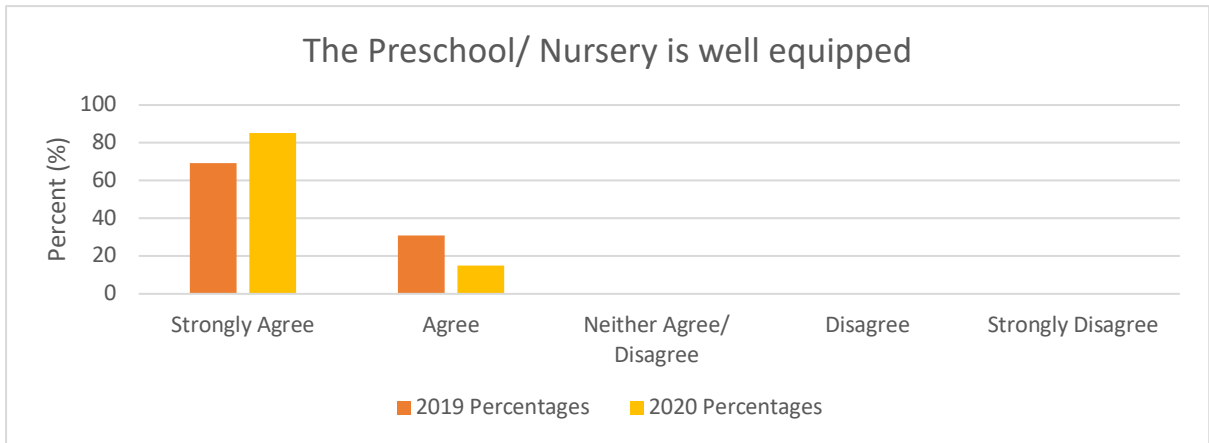
2. The Preschool/ Nursery is a safe place for the children to attend

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	98% (29)	26% (10)	-	-	-	4.98
2019	74% (29)	26% (10)	-	-	-	4.79



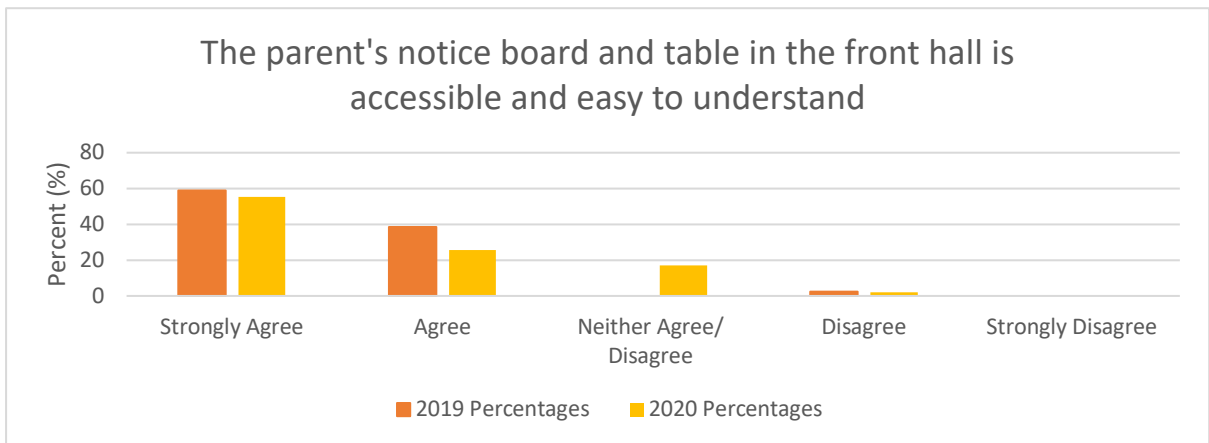
3. The Preschool/ Nursery is well equipped

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	85% (40)	15% (7)	-	-	-	4.85
2019	69% (27)	31% (12)	-	-	-	4.69



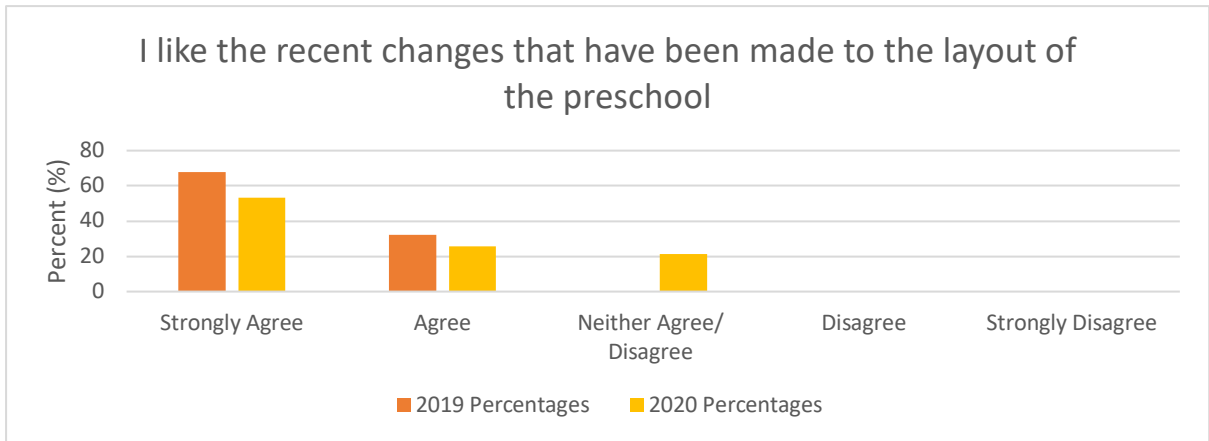
4. The parent's notice board and table in the front hall is accessible and easy to understand.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	55% (26)	26% (12)	17% (8)	2% (1)	-	4.34
2019	59% (23)	38% (15)	-	3% (1)	-	4.54



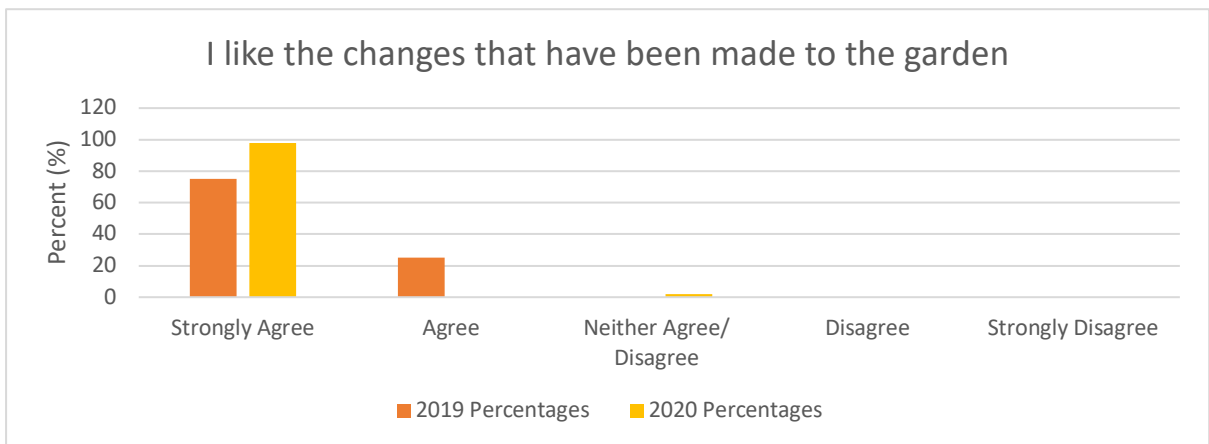
5. I like the recent changes that have been made to the layout of the preschool.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	53% (25)	26% (12)	21% (10)	-	-	4.32
2019	68% (19)	32% (9)	-	-	-	4.68



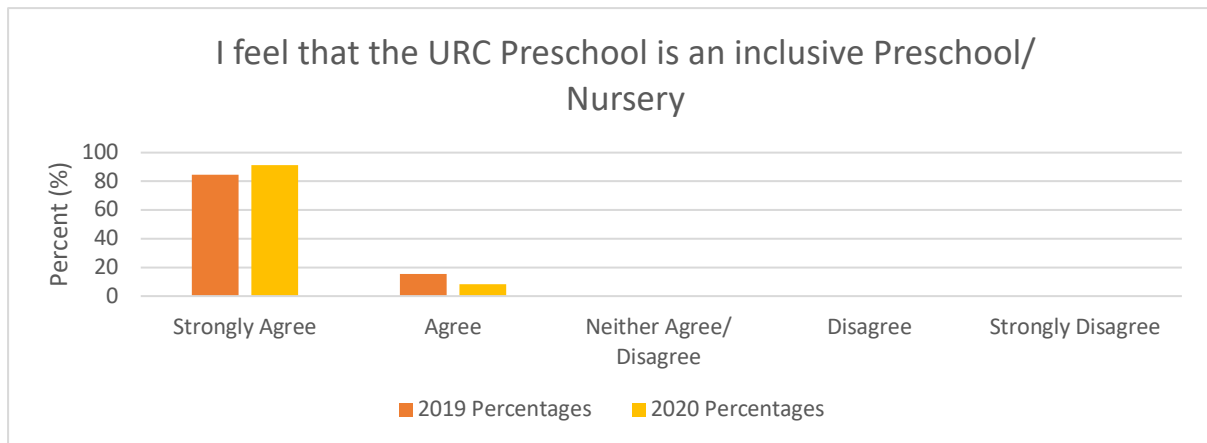
6. I like the recent changes that have been made to the layout of the garden.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	98% (46)	-	2% (1)	-	-	4.96
2019	75% (21)	25% (7)	-	-	-	4.75



7. I feel that the URC Preschool is an inclusive Preschool/ Nursery.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	91% (43)	9% (4)	-	-	-	4.91
2019	85% (33)	15% (6)	-	-	-	4.85



Comments on Quality of Environment:

Parents and carers are pleased with the newly refurbished garden area after the arrival of our artificial grass at the beginning of the Autumn Term. Generally, parents are available with the equipment that is on offer to the children however would like there to be more space for drop off and pick up as well as near the parents table.

"A great place allowing the children to balance learning and fun."

"The garden is a real highlight and I love that they can go outside in all weathers."

"Fabulous outdoor area for all the children to use".

"While the preschool isn't as new and shiny as some nurseries the garden is fantastic and I much prefer that there isn't loads of tech everywhere."

"Lovely environment."

"I am impressed with all the equipment available!"

"The parents board is often difficult to look at as its in such a tight and busy space for drop off and pick up."

"The only issue is lack of space which I can't see how this can be helped in anyway. There is almost too much information on the parent table that you don't stop to look. Would there be a benefit to consolidating the parents table to create more room in the hallway?"

"The nursery has always been clean and well equipped upon visiting."

"The preschool is an excellent environment for children to explore and thrive. There is a wide range of resources inside and out and the layout makes the area spacious and clear for the children to transition from one activity to another."

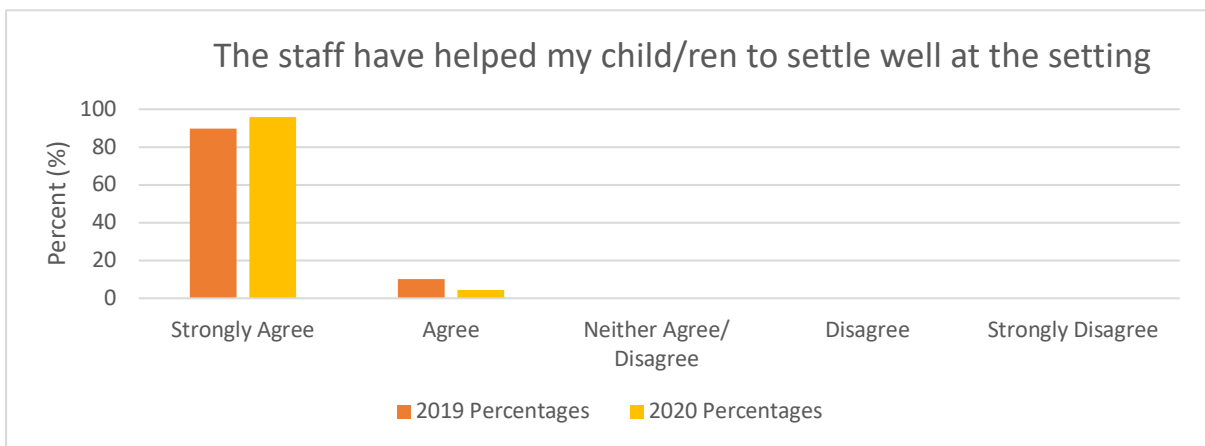
"I love the new garden!"

"I wish we had used the URC before with our other two children, wonderful caring staff, extremely well organised,"

Quality of Staffing

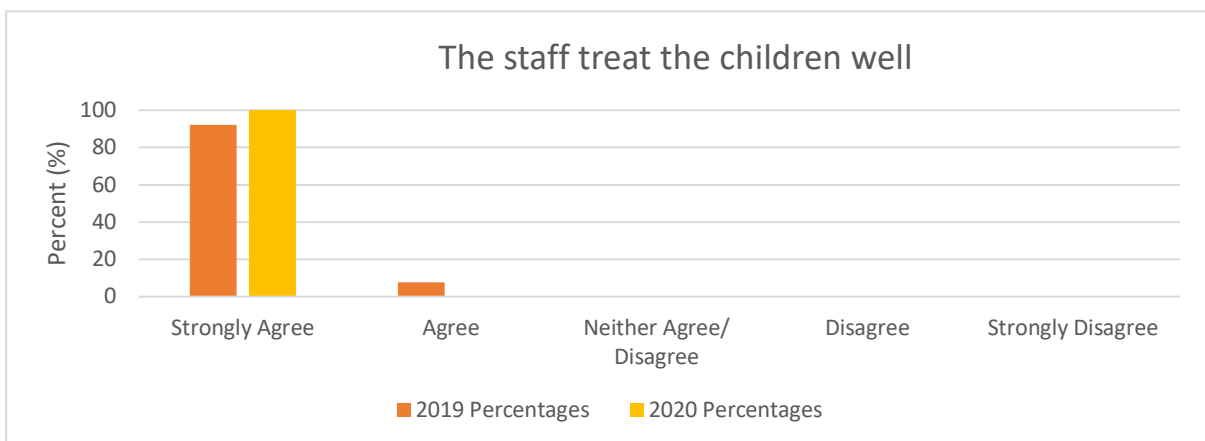
1. The staff have helped my child/ren to settle well at the setting.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	96% (45)	4% (2)	-	-	-	4.96
2019	90% (35)	10% (4)	-	-	-	4.90



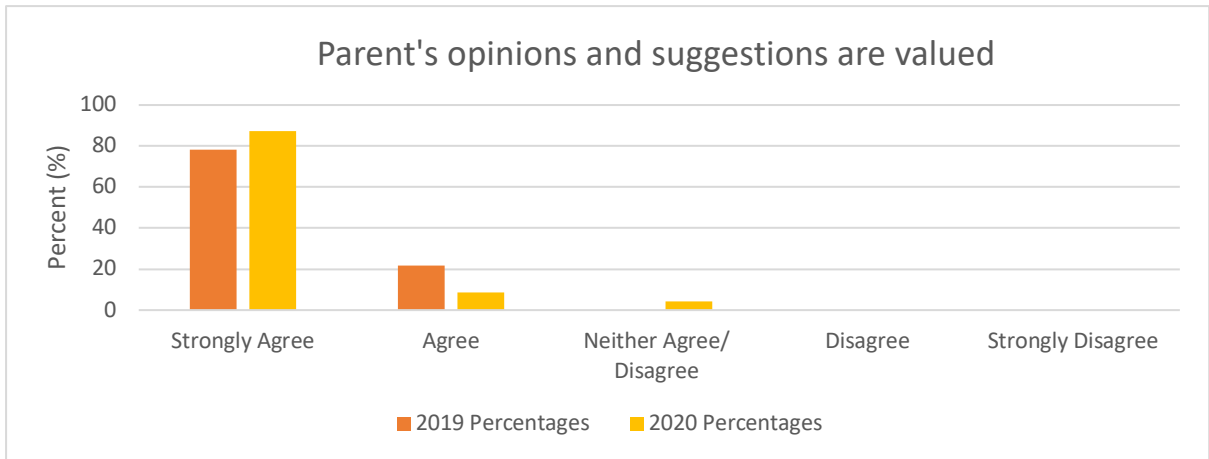
2. The staff treat the children well.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	100% (36)	-	-	-	-	5
2019	92% (36)	8% (3)	-	-	-	4.92



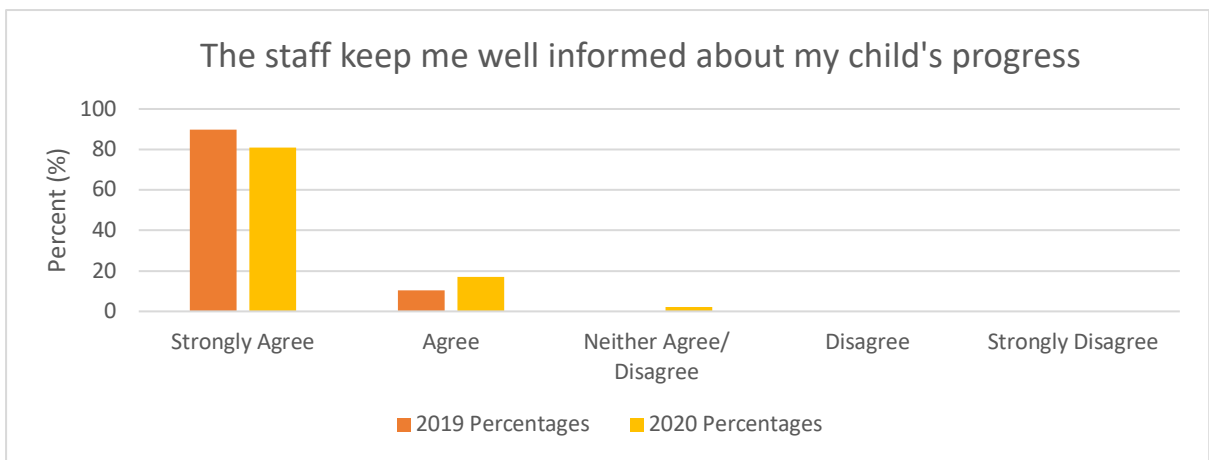
3. Parent’s opinions and suggestions are valued.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	87% (41)	9% (4)	4% (2)	-	-	4.83
2019	78% (29)	22% (8)	-	-	-	4.78



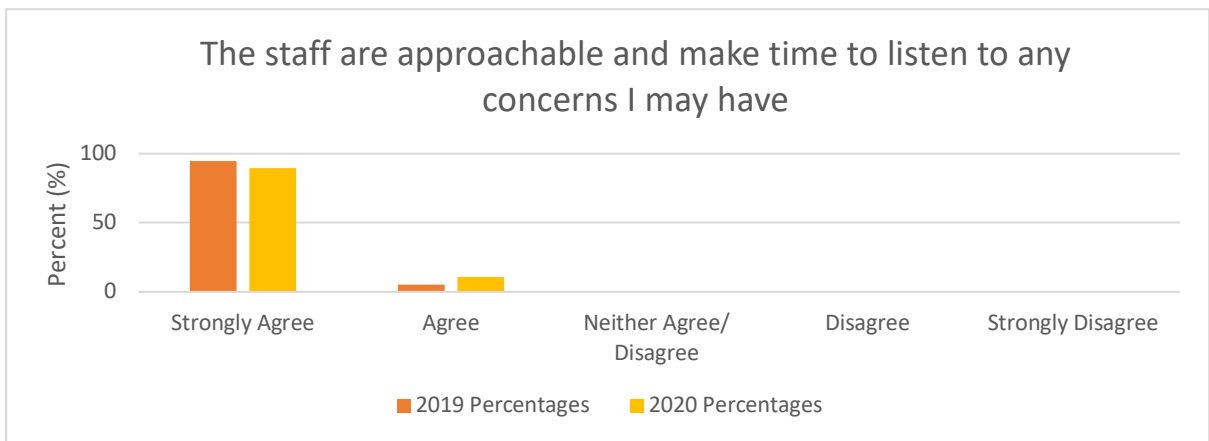
4. The staff keep me well informed about my child’s progress.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	81% (38)	17% (8)	2% (1)	-	-	4.79
2019	90% (35)	10% (4)	-	-	-	4.90



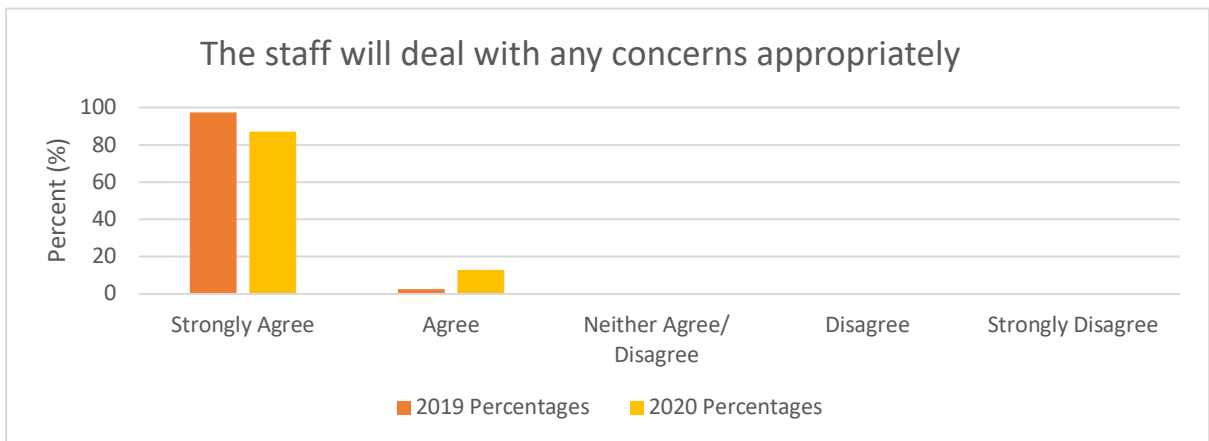
5. The staff are approachable and make time to listen to any concerns I may have.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	89% (42)	11% (5)	-	-	-	4.89
2019	95% (37)	5% (2)	-	-	-	4.95



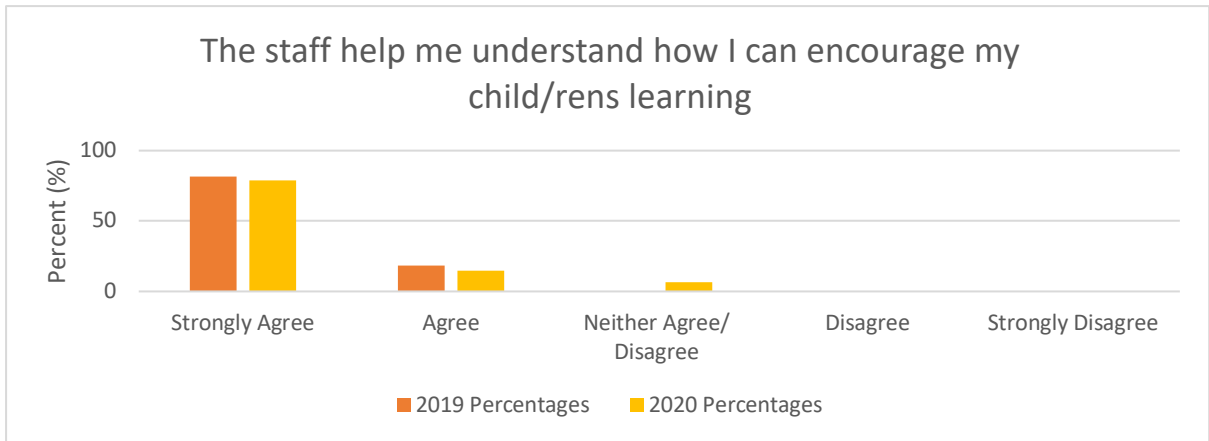
6. The staff will deal with any concerns appropriately.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	87% (41)	13% (6)	-	-	-	4.87
2019	97% (36)	3% (1)	-	-	-	4.97



7. The staff help me understand how I can encourage my child/rens learning.

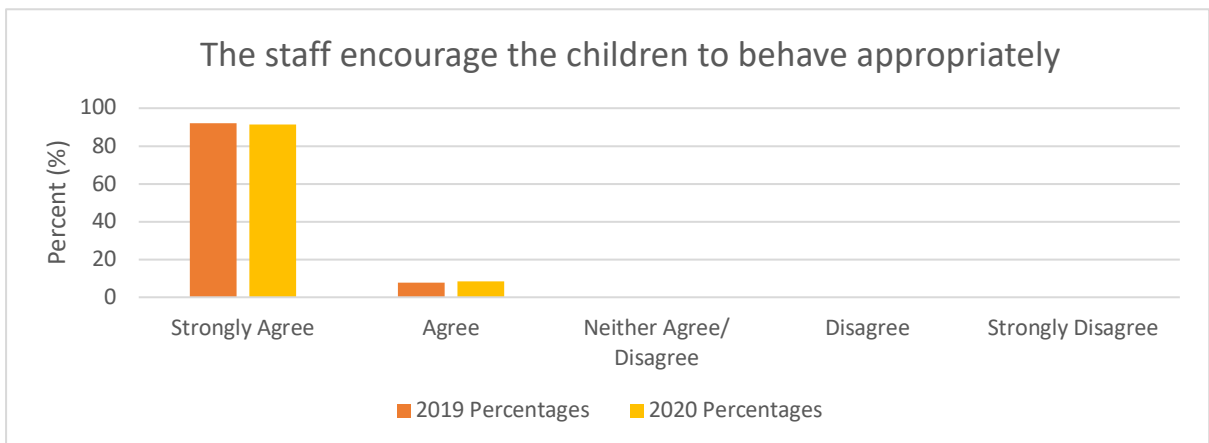
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	79% (37)	15% (7)	6% (3)	-	-	4.72
2019	82% (31)	18% (7)	-	-	-	4.82



1 person marked this as non-applicable.

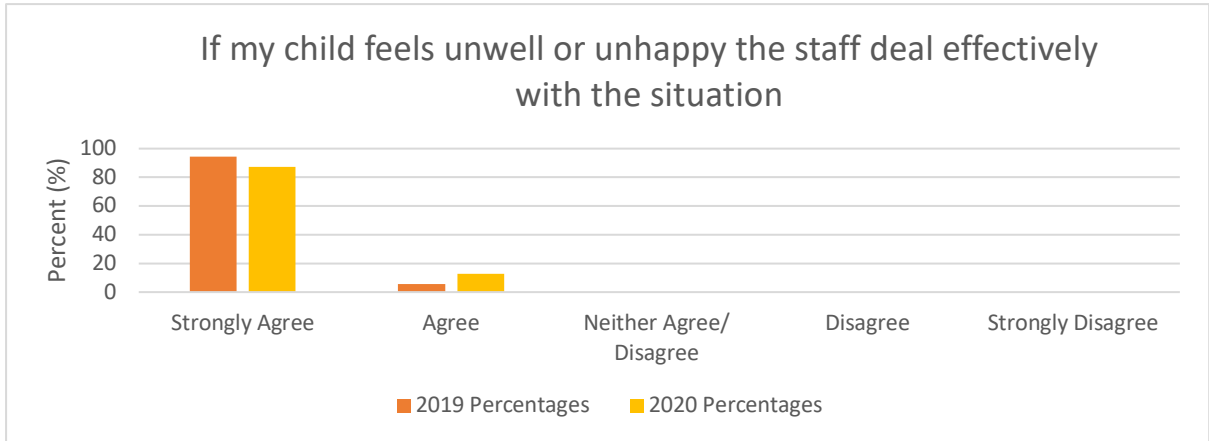
8. The staff encourage the children to behave appropriately.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	91% (43)	9% (4)	-	-	-	4.91
2019	92% (35)	8% (3)	-	-	-	4.92



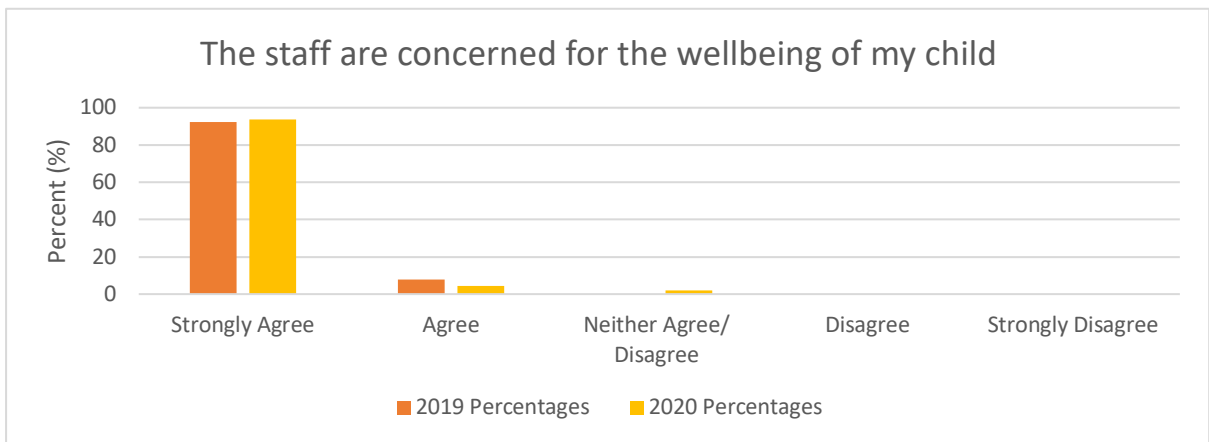
9. If my child feels unwell or unhappy the staff deal effectively with the situation.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	87% (41)	13% (6)	-	-	-	4.87
2019	95% (35)	5% (2)	-	-	-	4.95



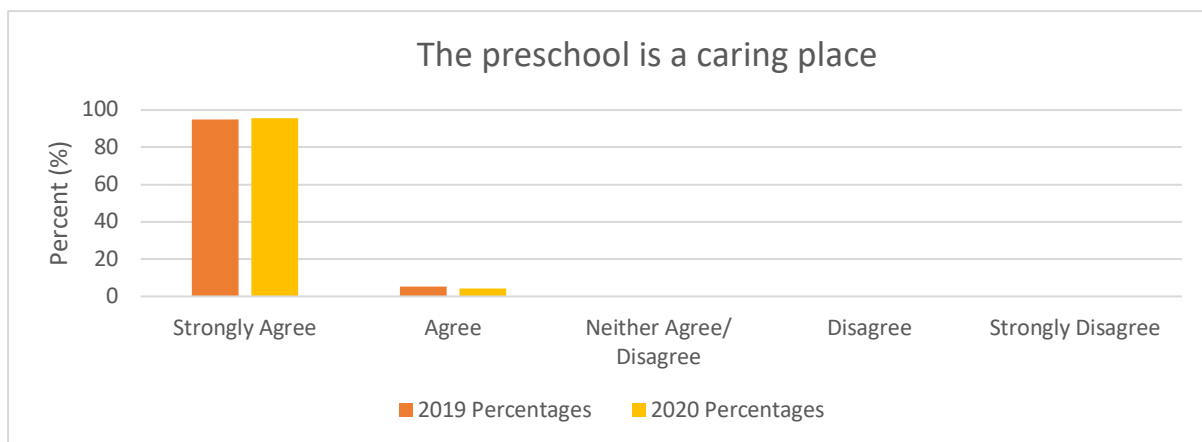
10. The staff are concerned for the wellbeing of my child.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	94% (44)	4% (2)	2% (1)	-	-	4.91
2019	92% (36)	8% (3)	-	-	-	4.92



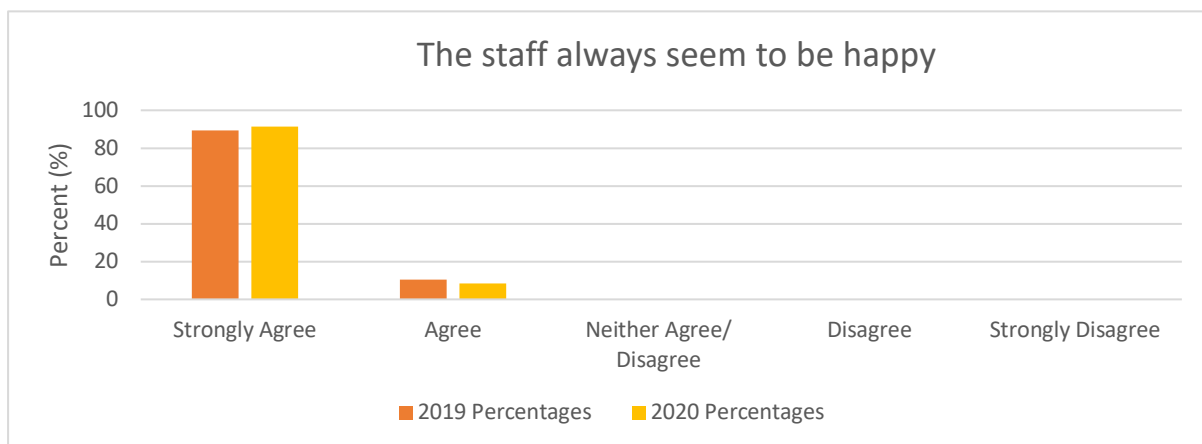
11. The preschool is a caring place.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	96% (45)	4% (2)	-	-	-	4.96
2019	95% (37)	5% (2)	-	-	-	4.95



12. The staff always seem to be happy.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	91% (43)	9% (4)	-	-	-	4.91
2019	89% (34)	11% (4)	-	-	-	4.89



Comments on Quality of Staffing:

Parents and carers commended the staff for being 'caring', 'approachable' and 'committed'. One parent discussed the limitations of the drop off procedure put in place during the Covid-19 pandemic and said that by dropping their child off at the door it limited communication between parents and key workers.

"The staff are fantastic, approachable and always interacting with the children."

"The staff are amazing and so committed, they are the best thing about the preschool."

"I could not pick fault with any of the staff. Always polite and friendly and my child speaks very fondly of all of them."

"Fantastic caring staff team."

"The staff are always great."

"My child has received excellent care. He has felt safe and supported. Staff are always kind and teach the children to be kind too."

"Great staff."

"Excellent, first class staff!!"

"it would be really good for there to be a more structured way to discuss the children's progress or any issues with the teachers, some kind of session or time that we could come and chat about their progress or any issues and know that we weren't holding the teachers up from doing more important things"

"The only thing with pick up is that there is now no/little communication with the key workers. However, I know that if I have any concerns that I can raise these."

"Staff have always looked after my child well and he is excited to go to nursery now. Most members of staff are very cheerful, friendly and approachable. They interact with children well."

"Faultless staffing!"

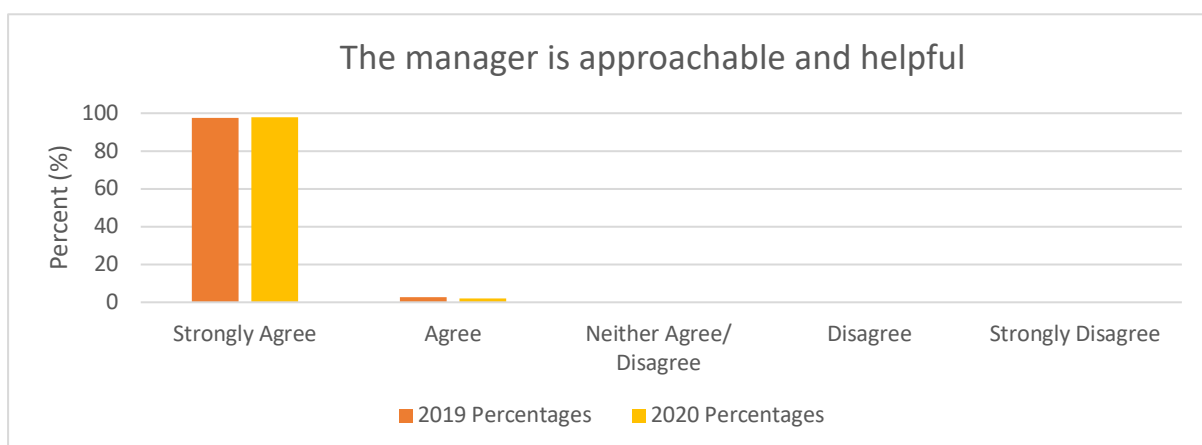
"They are absolutely brilliant."

"The staff are wonderful!"

Quality of Leadership and Management

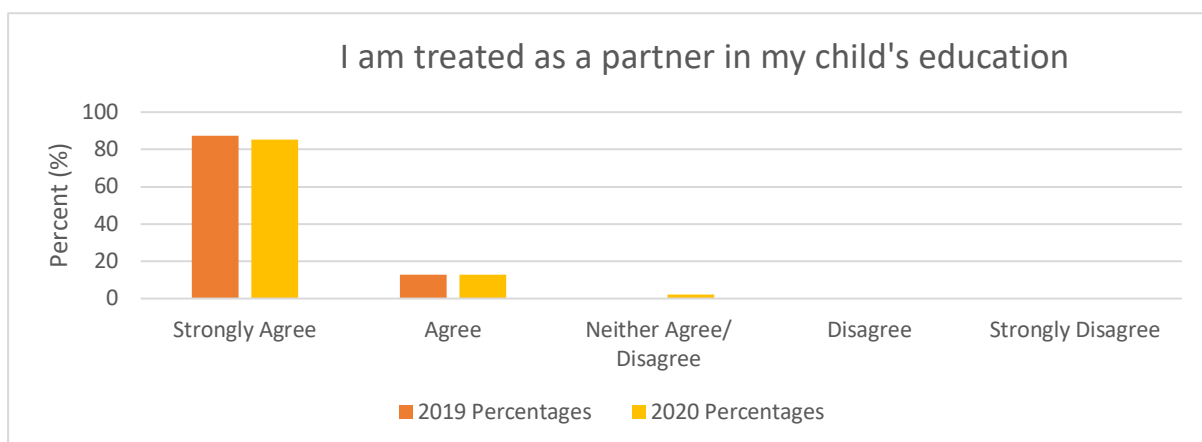
1. The manager is approachable and helpful.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	98% (46)	2% (1)	-	-	-	4.98
2019	97% (38)	3% (1)	-	-	-	4.97



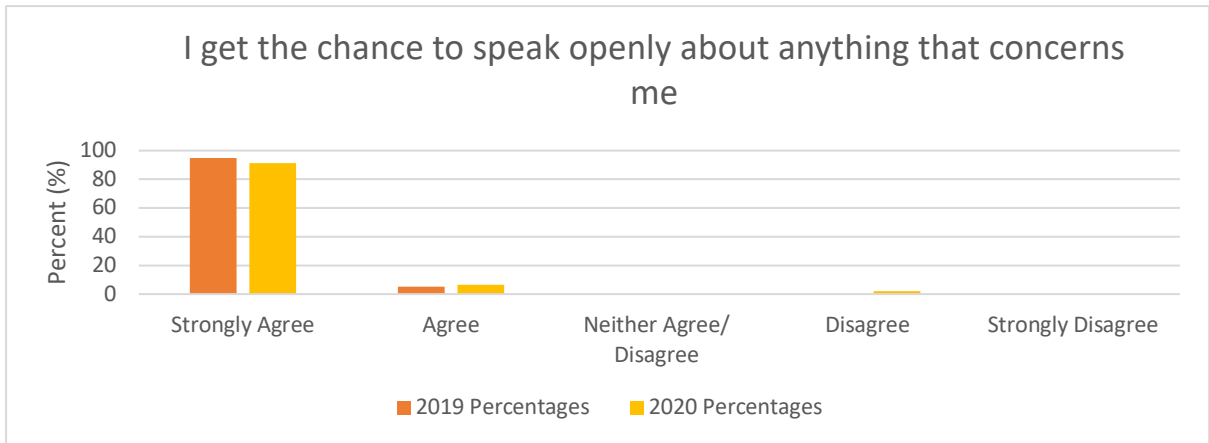
2. I am treated as a partner in my child's education.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	85% (40)	13% (6)	2% (1)	-	-	4.83
2019	87% (34)	13% (5)	-	-	-	4.87



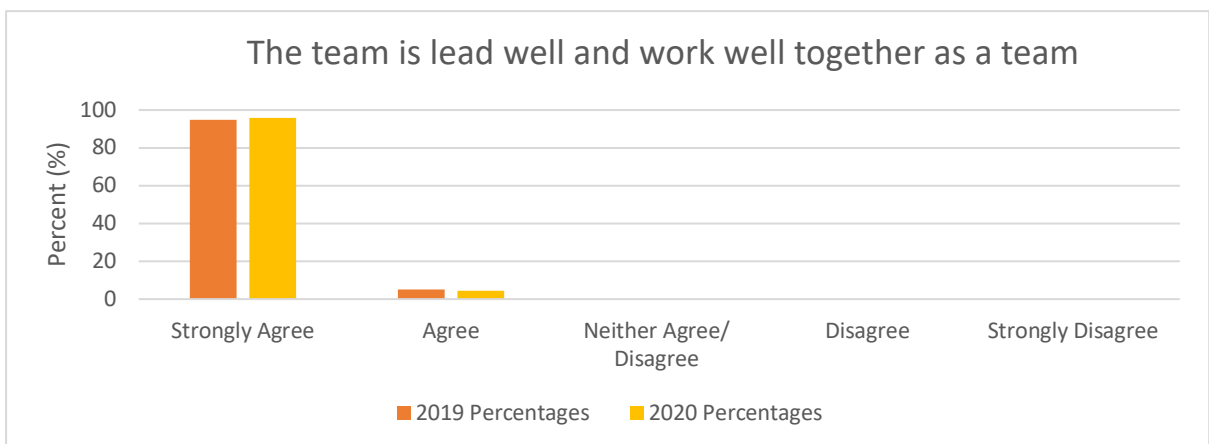
3. I get the chance to speak openly about anything that concerns me.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	91% (43)	6% (3)	-	3% (1)	-	4.87
2019	95% (37)	5% (2)	-	-	-	4.95



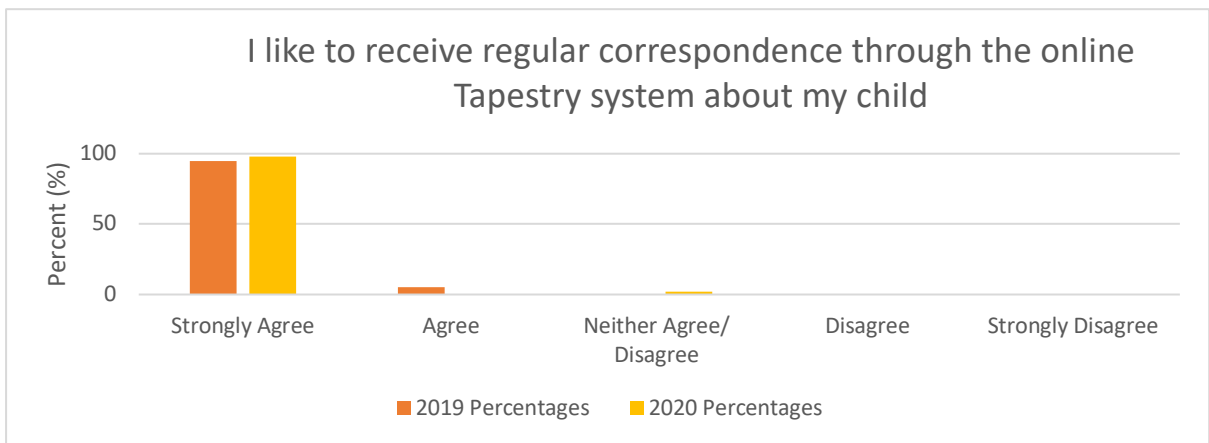
4. The team is lead well and work well together as a team.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	96% (45)	4% (2)	-	-	-	4.95
2019	95% (36)	5% (2)	-	-	-	4.96



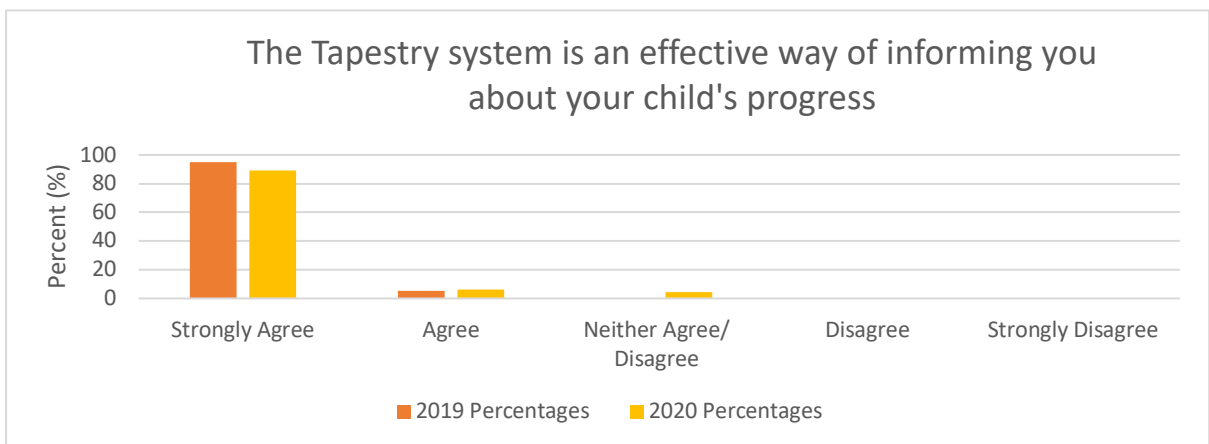
5. I like to receive regular correspondence through the online Tapestry system about my child.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	98% (46)	-	2% (1)	-	-	4.96
2019	95% (37)	5% (2)	-	-	-	4.95



6. The Tapestry system is an effective way of informing you about your child's progress.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2020	89% (42)	6% (3)	5% (2)	-	-	4.85
2019	95% (37)	5% (2)	-	-	-	4.95



Comments on Leadership and Management:

Management are seen to lead the team well by parents and carers. Many parents mentioned that they would like to see more frequent updates about their child's time at preschool using Tapestry, even if it doesn't include an assessment using their EYFS statements.

"The leadership and management team are approachable, knowledgeable and fully supportive."

"I realise it is a government requirement, but I worry about how much writing up the staff have to do, I prefer to chat and for the staff to be free to be with the children not form filling."

"The whole team are a wonderful group of women but an extra special mention to Lorraine who goes above and beyond her duty. An extraordinary lady who does so much for the children, parents and wider community."

"More Tapestry updates would be welcome."

"The manager and deputy are stars!"

"The quality of leadership and management is first class."

"The URC team are brilliant."

"Great staff"

"I wish tapestry updated more regularly, but I understand it is a lot of work."

"Tapestry is good for pictures and reports, not so much for a 2-way conversation."

"I really like the tapestry system but would love to see more updates about my child (though not at the expense of the key workers constantly having to take photos and write posts!). The updates regarding what is being taught that week are great but it would be good to get them at the start of the week so we can talk to our child about it when they get home, rather than receiving it after the week has finished."

"I would love for you to provide more uploads of our child's activities whether it's even just pictures without the corresponding EYFS level."

“Mrs Robinson is a fantastic manager. She is very supportive and always a smiling face, no matter what. Other family members that have dropped off or picked up my children have always commented the same.”

“It's lovely to see my child's updates on tapestry. I understand that this might be hard however it would be nicer if I can see the updates within a week after the events.”

“Tapestry is a great way for me to see what my child is doing at nursery and where they are in their learning.”

“The manager Lorraine is amazing. She is so caring and friendly and approachable. She has an excellent relationship with our child and really understands his personality, likes and dislikes! She is always very well organised, provides staff with clear instructions and is professional.”

“This nursery works because of the leadership and team; everyone seems so respectful of everyone else's role. They each bring a unique quality to the URC.”

Future Improvements

Comments on future improvements:

Parents and carers made some good suggestions regarding how we could improve our service at the URC Preschool and Nursery. Parents recommended an increase in communication about the activities that the children participate in throughout the week. Notably, one parent mentioned that they would have liked more information about the admissions process for our Red Group Nursery Class.

"If possible, it would be good to understand more around things the children have done during the day so we can talk about the fun things when we get home."

"Entrance to Rainbow room can feel unsettling (for children) with all the parents in the tight space."

"Breakfast club for red group (older children) if needed."

"I think giving more notice of events, administrative needs/tasks would be beneficial for all. I also think that when parents register their children that it would be a good idea, where appropriate, to let them know about the donations needed to help run URC. I think that for those who can donate it would be helpful to know in advance."

"No suggestions. It's great."

"It's great as it is."

"No, I believe you are doing an excellent job and adapt/change when needed or if something is not working as well as the staff would like. You did a fantastic job during the Covid-19 pandemic to keep the school open, safe and teach the children valuable skills to keep them safe during this unpredict time! Thank you."

"We love URC. A couple of suggestions would be to encourage child to do activities they aren't naturally drawn to e.g. painting. Plus more face to face with key worker e.g. parents evening would be useful."

"At the playgroup my son attended in the US the parents were given a directory at the beginning of the year with the names of all the kids and their parents and their contact details. it was really helpful in meeting the other parents and helping to know who kids were talking about when they came home, something similar or a what's app group or something would be great as it would be nice to be able to get in touch with the other parents - especially at this weird time!"

"For me a list of the 'commands' you use would be really helpful. i.e. walking feet. My children seem to really respond to these so that would be a great help. I know it was just coronavirus measures, however I liked the dropping off at the door. I know this was probably

more specific to my children, however I felt it helped my youngest as she didn't have to see me walk out the room. Maybe an option for parents depending on their circumstances?"

"I would like to be able to take photos or videos during their performances such as nativity and Easter singing. I know there is a policy, but we can maybe say that not to use the images in the social media and strictly private use only?"

"I think dropping off my child at the nursery door makes it a calmer, easier and quicker process. The area inside reception often gets very crowded and children get a bit squished/flustered with parents pushing through to get in and out."

"No. I just cannot thank Lorraine and her team more. Thank you for all you. Please stay safe and we hope to see you again soon."

"I am extremely happy and confident that my child is well looked after and loves going to preschool."

"Nurseries previously used there was more day to day comments from key worker on collection i.e. who they played with, general mood, what they ate which is nice."

"It should be made clear that receiving a place in one year does not guarantee a space in subsequent years, it seems unfair on children to make up the numbers in one academic year where there is space without this being made clear to parents who might make other choices."

General Comments

"A fantastic preschool that promotes learning and development whilst constantly nurturing the children whilst making sure they are supported and happy. The manager and staff are excellent, and the children are always having fun."

"It's early days for my daughter but she settled in amazing. Loves it."

"My son has been at URC since he turned two. He started in rainbow room with Mrs Valle as his key worker and she took both of us under her wing! He then moved up to the big room 6 months or so later when he was ready to integrate with the older children and he never looked back. The next step was lunch club with his friends and then the afternoon sessions started, which he was fine with too and set him up for Red group where he has been this last year getting ready for school in September. We will miss Mrs Robinson and all of his teachers as URC has truly been the most wonderful start to his education and made his early years so fun and memorable. Thank you to everyone and for everything."

"URC is a warm and friendly nursery. The Staff are wonderful and make every child feel special. My daughter runs into nursery every day with a smile."

"URC is a caring environment which encourages children to develop and learn. We have been very happy with the care provided."

"My daughter has been extremely happy here; her wellbeing is always the staff's priority and they are brilliant at engaging with the children. I feel the preparation into getting ready to go to school is really good and my daughter is already very competent with her letters and numbers and she is starting to read! I have always been very impressed with URC and would recommend them to everyone. Thank you to all the staff."

"The best preschool in Harpenden!"

"We have loved our time with you and my child had thrived with you. We will be very sad to leave and are sad we are currently missing out."

"Although our child is still reluctant to come to preschool, she has improved considerably from week 1. This is in no doubts, due to the support and kindness from Mrs Valle and Mrs Powell who have taken special measures for our child to make her feel reassured and happy. She seems to have a nice time once she's there and we are impressed with her out of home learning such as Makaton."

"My daughter loves going to URC. It's such a lovely caring environment."

"The school was such a wonderful and caring place for our son, giving him so many learning experiences and new starts in life. We feel that we are very lucky that he had an opportunity to attend the preparation to school (Red group). Unfortunately we had to finish going to preschool early this year, but we thank all the staff for the months we had with all our heart!"

"I couldn't be happier with the care my son receives at URC preschool. It is the first childcare setting he has ever been too without a parent and he has been thriving since starting to attend in January. He asks to go every day; he thoroughly enjoys it and he loves the staff."

"My son settled very well into URC and as a parent I was made to feel welcome and included. The staff are very kind and caring, like an extended family."

"We are so lucky to have found the URC Preschool. It is a wonderfully caring and happy place where our child thrives."

"URC Preschool is more like a family full of love and joy."

"My son has flourished at URC - it is such a warm, welcoming place. He has a lot of fun and has learned so much too."

"My son enjoys attending, we hope to be back soon."

"My daughter has loved it. Red group staff are excellent, and we will miss them! Mrs. Robinson is a wonderful leader and manager - she genuinely cares and gets to know the children. It's a lovely nursery that we are so grateful to have found when we did. Thank you for all you do."

"My son absolutely loves his time at nursery and speaks fondly of his teachers and has done since he started at the URC Preschool. He developed close friendships with peers quickly and is always happy to see them when we arrive at Pre-school. We made the best decision picking this Pre-school for our son."

"The staff are wonderful & caring; I have no problem leaving my daughter in their care as I know how much she loves it."

"We as family are overwhelmed by the care, fun and love given to our daughter! She loves going there! The facility is a fab open space with lots to do and get changed very often! The outdoor is mega fun and the teachers are caring, extremely polite and welcoming to parents and very approachable ! It feels like a family more than a business ... our kids matter to them! Thanks a million for your dedication and efforts and for being natural! A happy mum!"

"I cannot praise the preschool or team enough, my daughter absolutely loves attending she has so much fun and is full of confidence, she has made a lovely group of friends and all the staff are very loving and caring towards the children. It's amazing to see her learning to write, sounding letters and doing sums. I am very sure that once my son starts, he will also love it as much as my daughter does."

"My children are very happy at URC preschool, the staff are lovely and care about the children."

"I am very thankful for the care my child receives. She is always happy and telling me new things she has learned. She is often surprising me with new skills she has learned at the preschool. She loves all the teachers and staff. I am beyond grateful for URC Preschool and Nursery."

"URC is the best choice I have made for my child's education so far. Thank you very much for your support."

"My child settled in brilliantly, it was a lovely touch having his key worker visit us at home. I could tell instantly the staff really enjoyed the children, and the children really warmed to the staff in return."

"My son has adored his time at the URC preschool, and we couldn't be happier with our choice. He settled in straight away thanks to the caring approach of the school in considering each child's needs. He looks forward to attending every day and has benefited immensely from his time at the school."

"We love it here."

"My experience with this nursery has just been fantastic. As corny as it sounds, I honestly feel like part of the family. Nothing is too much for them and their care is second to none. I don't think twice about dropping off my children as I know they are going to be very well cared for. My eldest has some physical challenges and they have cared for and encouraged her throughout her time there. But not only her, me also. My youngest has separation anxiety that I wasn't sure how she would handle it. But now she doesn't even say goodbye! I can only say thank you. Thank you for making this so easy for them and me x"

"Amazing team! supportive and caring preschool."

"They pay attention to my children's cultural background. They introduced our traditional cultural day to celebrate which my daughter felt so special about."

"My child was initially anxious to leave me having never been in a childcare setting before, but within a short time he was excited to go and had made lots of new friends: I couldn't be happier with URC."

"An excellent nursery and preschool! The staff are well organised, caring and approachable and have excellent relationships with the children. There is a wonderful garden full of excellent resources for my child to explore."

"My daughter settled really well into the preschool and was given lots of reassurance by the staff. She continues to enjoy attending the preschool/nursery. All the staff are welcoming and are approachable. In the 7 months she has been attending I have seen a huge positive change in her. The staff work hard alongside me to fulfil her potential."

“Caring, nurturing, educational, fun and safe. The most perfect preschool for any child!”

“Loved the setting as soon as we looked around and our opinions have only grown. It’s a happy and wonderful place for children to be.”

“I wish my daughter had more time with you, we will both miss coming to your nursery”

“Fantastic preschool lovely and helpful staff and my little loves going.”

Management Takeaways

Thank you for your valuable input, based on the information gained from this questionnaire our management team have been able to implement and schedule the following changes in order to improve our service for you:

- We accept that there was a lack of clear communication as to how we allocate places in our Red Group Nursery for the coming September.
 - In order to make this more transparent, we have included a page on our website dedicated to nursery admissions including an online form for parents who do not initially put their child's name on the waiting list when they first join the preschool.
 - Our enrolment forms now also include more information about how we allocate places so that parents are alerted to the process as soon as they enrol their child in our setting.
 - Finally, in the future we will aim to tell parents if their child has been allocated a place in our nursery earlier in the academic year so there is more time to plan alternate arrangements if you are unsuccessful.
- It is clear that some parents preferred the process of dropping their children off at the door instead of coming into the setting each morning, this will continue during the Autumn Term due to the Government guidance put in place concerning the current Covid-19 pandemic. This will be reviewed again after the Autumn term however we are conscious that this arrangement further limits communication between parents and their child's key person.
- Unfortunately, we are unable to allow parents and carers to take any photos whilst on the premises and during our events due to safeguarding, our policy on this cannot change. However, we will propose the idea of a professional photographer or videographer to our PTA as a fundraising opportunity in the future if families would like more images of such events.
- Similarly, we are unable to offer a directory of parent's names and contact details for this reason due to GDPR, the PTA have a closed Facebook group that parents are welcome to join and use to connect with each other.
- At the URC Preschool and Nursery, we try and consistently use the same instructions when talking to the children, such as walking feet. During the Autumn Term, we will upload a blog post on our website with some of these instructions that you could try teaching your child at home.

Once again thank you for your participation and your dedication to making the URC Preschool and Nursery an outstanding place for the children to develop and learn.